**MARIA THOMAS**

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Full Clean Driving License

**PERSONAL PROFILE:**

A productive and service driven Leader who can positively influence and inspire others, to achieve desired results. An effective communicator, who is organised and professional with a diverse management style that is naturally democratic. I possess a coaching ability that enables me to gain respect through sharing knowledge and development of others. I am results orientated and set actions in place to achieve KPI’s set in any environment. Having gained an array of transferable skills, developed through many years of one to one and team management within varied environments, I am able to adapt into any team.

**EMPLOYMENT HISTORY:**

**INNOVATE AWARDING Aug 2019 to Date End Point Assessor**

**Homebased with National Travel**

* Employed on a Casual/Freelance basis
* Conducting End Point Assessment for Retail Standards Level 2 to Level 4
* Adhering to EPA policies and processes – Including diary and caseload management
* Managing a caseload ensuring assessments are booked within the 3 Month assessment window
* Marking of Business Projects in advance of presentations and professional discussions.
* Efficient use of EPA assessment online portal – EPA Pro
* Liaising directly with Apprentices, Training Providers and Employers/Mentors
* Uploading EPA reports and results within required timeframe
* Reviewing Quality Assurance feedback on grade submissions
* Attend standardisations and training as required both at the office or remotely
* Keep up to date on all communications and updates sent from head office
* Ensure ‘Back to the floor’ days are planned and carried out to ensure CPD compliance

**JUST IT / SKILLS TEAM**

**Minories – Aldgate London Feb 2018 – Aug 2019 Service Delivery Manager**

* Reporting to and deputising for the Quality and Compliance Director – Driving continuous programme improvement
* Working tripartite with Quality, Operations and Sales Departments
* Managing the relationships with Apprenticeship Levy accounts and cohorts within NHS and large corporate accounts
* Contract liaison and performance Management of levy cohorts
* Managing sub-contractors – Monthly contract meetings/Quality reviews to run-down and completion
* Reviewing and updating internal Policies and Procedures on a bi-annual basis and as Funding Rules changes dictate
* Management of internal and external surveys via Survey Monkey – Analysis and feedback of NPS data to SMT on a Monthly and quarterly basis identifying trends with live actions
* Feeding survey data to the quality assurance team to influence Induction, coaching quality, standardisations, programme delivery and process towards gateway and EPA
* Owning learner retention tracking and analysis on a weekly/monthly and quarterly basis – Feeding back trends and actions to the organisation with the objective to mitigate risks
* Monthly updating and reporting of retention and survey MI across both contracts (JIT and Skills Team)
* Deliver on agreed quarterly projects to achieve set KPI’s
* Manage quarterly projects in accordance with Project RACI matrix and timeline
* Implementation and owner of complaints and Appeals process to client resolution
* Creation of Learner and Line Manager Handbooks and Implementation of required SLA’s
* Managing annual ESFA Learner and Employer Feedback collation and feedback of results
* Consulting with Bids and Tender Team of service requirements and suitability of projects before commencement
* Collaborating with the Sales Department to onboard Levy clients and implement the ‘Employed Status’ learner pre-screening process
* Providing Monthly learner progress and risk rating data to levy client leads
* Attending face to face and remote client account meetings with Sales Account Managers for Levy Employers
* Feedback to Quality and Operations Depts on learner progress and Employer voice post employer contract meetings and manage actions and interventions where required
* Management of DAS account mismatches and chasing of parties internally and external to rectify
* Meeting with Ofsted Inspectors and reporting on retention stats during monitoring visit – March 2019
* Overseeing weekly ‘placed’ learner inductions – Identifying risks and communicating these to Operations and Sales
* Supporting the recruitment and selection of new Business Coaches
* Conducting observations of Business Coaches and trainers
* IQA duties such as Business Coach observations and summative portfolio review
* Learner safeguarding as required with Safeguarding Lead

 **HAWK TRAINING Jan 2015 – to Jan 2018 Operations Team Manager**

 **Twickenham/Field/Home**

* Managing, motivating and developing a Team of 11 qualified and unqualified Tutors delivering a range of Apprenticeship frameworks
* Supporting the organisation to maintain its status as an Ofsted Outstanding provider.
* Monitoring and forward tracking Tutor individual targets to ensure successful timely completion each Month
* Support Tutors with learner support and action plans for timely achievement when necessary
* Controlling the Teams financial budget on a Monthly, Quarterly and Yearly basis
* Ensure success rates are in line with national standard
* Review Tutor caseloads and weekly administration via online platform
* Monitoring service level delivery via Learner and Employer survey monitoring
* Conducting quarterly and adhoc meetings with Employers and Apprenticeship Leads within various NHS Trusts and Businesses
* Carrying out regular Team meetings, Monthly one to one performance reviews and annual appraisals
* Provide swift review, investigation and resolution of complaints
* Performance Management of Tutors in line with Organisational Processes and procedures
* Monitor and manage KPI’s as agreed with the Team to produce a high performing team of Tutors
* Distribute the allocation of new learners across the team geographically
* Observe Tutors delivering Teaching on an individual basis in line the with Ofsted CIF
* Conduct IQA duties such as Formative and Summative assessment reviews and observations
* Monitor up to date Team risk ratings to aid realistic forecasting
* Ensure Tutor’s CPD and PDP’s are supported, up to date and maintained
* Cascade relevant sector information to the Team from Senior Meetings
* Work with other Operations Managers to develop and maintain the internal retention strategy
* Maintain accurate data in line with audit requirements and purposes
* Demonstrate an in-depth knowledge of policies and procedures set by Ofsted, Skills Funding Agency, Awarding Bodies and Department of Education
* Recruitment and selection of New Tutors

 **HAWK TRAINING May 2013 – Jan 2015**

 **Twickenham/Field/Home**

 **Apprenticeship Tutor/Mentor and Internal Quality Advisor**

* Assessing and Teaching knowledge through a variety of qualification frameworks
* Occupationally competent to deliver Business Administration, Management, Team Leading, Customer service and Warehousing.
* Managing a caseload of apprenticeship learners within various NHS Trusts, Business organisations and Nurseries
* Teaching and preparing learners for Functional Skills tests up to level 2
* Mentoring Newly Recruited Tutors through their Induction process
* Deliver IQA standardisations, training and observations for Tutors in my allocated Team
* Agree KPI’s with individual Tutors to meet performance requirements
* Conducting formative and summative quality assessments to ensure internal quality is maintained across the organisation
* Designing and delivering learning sessions and workshops to support Tutors
* Undertaking regular sector specific subjects and CPD activities to keep knowledge up to date and relevant
* Maintain accurate and up to date Internal Quality Assurance sampling plans
* Support External Standards Verifier visits with Awarding Body

**ICELAND North London Oct 2010 – May 2013 Store Manager**

* Leading and coaching a team of 16 staff, through the Top team
* Setting an example of excellent customer service
* Managing a Financial and H.R audit compliant store
* Effective Staff scheduling within budget
* Training & developing my team
* Accountable for Food Legislation and temperature compliance
* Effectively forward planning for promotions/events
* Meticulously following the process of all company administration
* Ensuring the store is Health & Safety compliant for customers and staff
* Recruitment of staff at all levels
* Planning and execution of staff reviews and appraisals
* Performance management (Tough talks)
* Driving targets through the team (Team given individual targets to motivate)
* Positively implementing new processes and procedures through the team
* Reviewing procedures at every opportunity to avoid complacency
* Communicating effectively at all levels via one to ones, meetings and illustration

**RIVER ISLAND Walthamstow London May 2007 – Oct 2010 Store Manager**

* Leading and developing a team of 36 with 4 members of Management
* Delivering excellent service across a two-floor site
* Maintaining all business set objectives
* Driving sales and service targets to increase year on year with the team
* Compliant in all Company administration
* Driving excellent visual merchandising standards
* Staff scheduling
* Responsible for Health & Safety of customers and staff
* Cash management and accountability
* Delivery of the 'Brand' message and ethos
* Dealing directly with departments at head office
* Responsible for recruitment and retention of team
* Internal and external theft control and management
* Strict financial process and cash administration
* P&L control accountability
* Performance reviews and appraisals
* Running team meetings quarterly

Other responsibilities: New Manager and Deputy training on the Area, supporting with performance management issues on the area, Managing investigations and disciplinary processes.

Collation of information required by Area Manager from the Area and to support

stores when new processes and procedures were rolled out by the Company.

**EDUCATION & TRAINING:**

Level 5 Certificate in Management & Leadership (Currently undertaking)

Level 3 Improving Operational Performance – Business Improvement Techniques (BIT)

Level 4 Certificate in Education and Training

Level 4 The Internal Quality Assurance of Assessment Processes and Practice - IQA

Level 4 Preparing to Teach in the Lifelong Learning Sector – PTLLS

Cylix – Fundamental British Values Certificate / Cylix – Equality and Diversity

QCF Level 3 Disability and Inclusion

QCF Level 3 Understand Models of Disability

Functional Skills English Level 2

Functional Skills Maths Level 2

Functional Skills ICT Level 2

Level 3 Certificate in Assessing Vocational Achievement - CAVA

NVQ Level 2 and 3 in Customer Service

8 GCSE’s obtained

**KEY BUSINESS SKILLS**

IT literate – Microsoft: Word/Excel/PowerPoint/Publisher

Excellent time management skills

Proven communication skills

Facilitation Skills

##### All REFERENCES and CURRENT DBS - AVAILABLE ON REQUEST